

What is IT Service Management and why do I need it?

Most IT Organizations employ some set of standardized processes to ensure the day to day support and management of the network infrastructure, servers, applications, and other service assets. What many of these companies lack is a solid method backed by standardized and integrated processes, standard training and certification to show proficiency, and a common language to ensure good communications.

IT Service Management provides order

IT Service Management or ITSM is an umbrella service management discipline that focuses on the management of the complete lifecycle of IT Services that an IT Organization delivers to the business and supports. ITSM ensures that the IT processes used in support of the IT Services are well documented, properly communicated and governed, well integrated with other processes both internal to IT as well as external processes used, supported, and maintained by the customer (the business).

IT Service Management is not only about the IT Processes themselves, but also about process quality, process maturity, process governance, process security, project management, and service management as it relates to other functions such as Enterprise Architecture.

Frameworks and Methods

ITSM itself is a management discipline that is comprised of many different frameworks and methods (or methodologies). There are frameworks for IT Processes – ITIL® or the IT Infrastructure Library is probably the most widely used framework (actually it is a library of five books) for IT Processes. It is not the only game in town, but considered to be one of the best. For example there is Microsoft Operations Framework or MOF, which is based on ITIL®. There is The Open Group Architecture Framework (TOGAF). There is also a Universal Service Management Body of Knowledge (USMBok).

Remember ITSM is not just about the process. There is Six Sigma, which provides a method to improve process quality – mostly used in manufacturing, however, the principles can provide benefit to IT processes. When it comes to IT Governance, one will most likely look towards Control Objectives for IT (CobIT). Mature organizations have learned that there is no standard mix. It really boils down to Dr. Deming's great circle of Plan-Do-Act-Check to find the right mix of each and what components provide value and benefit to your organization.

Benefit and Value of IT Service Management

There are many benefits to ITSM and each organization will realize different results, both tangible and intangible. Here is a short list of some of the more common across many organizations and industries:

- Optimize IT resource utilization\
- Alignment of IT with the business
- Reduce costs involved in service support and delivery
- Increase user satisfaction
- Improved Service Availability
- Increase in IT Value from the business perspective
- Reduced Downtime
- Decrease in Service outages due to changes
- A common language
- Improved quality of IT Services
- Improved IT Staff motivation

Does my company need ITSM?

Most companies these days have computers on which they rely for everything from asset and inventory control to warehouse management and more. These very same companies, yours included, have had to upgrade applications or systems only to find out some little configuration was missed or a piece of hardware failed causing an application to fail, making a database unreachable, or causing the loss of millions of dollars in revenue because the web server did not come back on-line as designed, taking engineers and technicians hours and sometimes days to resolve the problem. Or maybe it was something as simple as calling the help desk (service desk) and asking them to help you with this new application you have on your desktop. Only to find out that they are as clueless as you...that is why so many organizations call their tech support 'the helpless desk'.

For more information

How could that happen? Most companies have a change management process, a solid project management office. Changes are recorded, right? But it takes more than just recording the changes to ensure service continuity.

Answer these questions, and if you answer no or maybe to any of them, please schedule and attend an ITSM Awareness class and learn how IT Service Management can help your IT organization to deliver quality dependable IT Services & Support. These are free classes sponsored by www.dlq-itsm.com.

1. Does your company have
 - a. IT Policies for IT Project Management
 - b. IT Policies for Change Management I
 - c. IT Policies for Configuration Management
2. Are the Processes used by the IT Department documented, controlled, and reviewed on a regular basis?
3. Does the IT Organization have a Continual Service Improvement Process?
4. Is your Help Desk often the last to find out a new application has been rolled out to users?
5. Does your IT Department have the capability to tell you what the impact on services is if any given piece of equipment or application fails?
6. Do you have highly paid developers that are now spending time supporting the applications they built (answering end user calls)?
7. Do you have and maintain a list of services that the IT Organization provides to the business (IT Service Catalog).
8. Are there Service Level Agreements in place to ensure the business customers are getting what they paid for?
9. Does the IT Department provide regular performance reports on services?
10. Does the Executive Management Team understand how the Business Services are supported by the IT Services?

Want to learn more about ITSM?

If you answered no to any of the questions above, you should ask yourself – WHY? If you want to learn more about ITSM consider calling DLQ-ITSM and scheduling one of our free awareness seminars tailored to meet your needs. We can come to you, or you can come to one of our offices located near you. We also have the ability to deliver these info packed seminars live via the web.

- Learn the value and benefit of IT Service Management
- Gain a basic understanding of the various frameworks that comprise IT Service Management
- Discover the benefits of ITIL, ISO20000, CMMI, Six Sigma, and CobiT
- Learn how IT Service Management lends itself to the development of solid Business Service Management
- Gain a basic understanding of the ITSM software tools
- Learn why a common language and process integration are key
- Learn about the various professional certification bodies

Who should attend?

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| • Executive Management | • Chief Financial Officers | • VP and Directors of IT Organizations |
| • Chief Information Officers | • IT Consultants | • Help Desk Managers & Supervisors |
| • Project and Program Managers | • Managers and Supervisors of IT Organizations | • IT Security Information Professionals in Government, Finance, Banking, Insurance, and Healthcare |

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For more information